

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
618	CLEC reports trouble on unbundled analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.	X				X							X	X	X
619	CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.	X				X						X		X	X
620	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.	X				X							X	X	X
621	CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on behalf of CLEC business customer who cannot receive calls after migration from BST.	X				X						X		X	X
622	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.	X				X							X	X	X
623	CLEC submits trouble on four BST provided unbundled analog loop - port combinations to BellSouth in response to CLEC business customer complaint of noisy lines.	X					X					X		X	X
624	CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.	X					X						X	X	X
625	CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.	X					X					X			X
626	CLEC reports trouble on nine unbundled non-designed analog loop - port combinations to BST on behalf of CLEC business customer whose	X						X				X		X	

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/ Port Combo)	Digital UNEs (Loop, Port, Loop/ Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Trans- mission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	vertical features are not functioning properly.														
	Digital Loop-Port UNE Combination														
627	CLEC reports feature trouble on unbundled non-designed digital loop - port combination to BST in response to CLEC residential customer complaint.		X					X					X	X	X
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled analog loop - port combination.	X									X	X		X	
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X									X		X	X	
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled analog loop - port combination.	X							X			X		X	
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled analog loop - port combination.	X							X				X	X	
	Digital Loop-Port UNE Combination														
632	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.		X			X						X			X
633	CLEC reports NDT on three unbundled digital loop - port combinations to BST.		X			X						X			X
634	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.		X			X							X		X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
635	CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.		X			X							X		X
636	CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.		X			X						X			X
637	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.		X			X							X		X
638	CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.		X			X						X			X
639	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.		X			X							X		X
640	CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.		X					X				X			X
641	CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.		X					X					X		X
642	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.		X							X		X			X
643	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer's inability to send data over ISDN line.		X							X			X		X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
UNE Port															
644	CLEC reports trouble on unbundled analog port to BST in response to business customer's inability to receive or originate calls.	X				X						X		X	X
645	CLEC submits trouble report on two unbundled digital ports to BST in response to CLEC residential customer report of NDT.		X			X							X	X	X
646	CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.		X			X						X		X	X
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.		X			X							X	X	X
648	CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.		X			X						X		X	X
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.	X				X							X	X	X
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.	X						X				X		X	X
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.		X					X					X	X	X
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.	X									X		X	X	
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided		X								X	X		X	

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
	unbundled digital port.														
654	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.	X							X			X		X	
655	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.		X						X				X	X	
656	CLEC reports outage of unbundled analog port to BST.	X									X	X		X	X
657	CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.		X			X						X			X
658	CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.		X				X					X			X
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.		X								X	X			X
Resale															
660	CLEC reports inability to originate or receive calls on resale POTS line to BST.			X		X							X	X	X
661	CLEC reports inability to originate calls on resale POTS line to BST.			X		X						X		X	X
662	CLEC reports inability to receive calls on resale POTS line to BST.			X		X							X	X	X
663	CLEC reports intermittent noise trouble on resale POTS line.			X			X						X	X	X
664	CLEC reports feature trouble on resale POTS line to BST.			X				X					X	X	X

	Scenario Description	Product Type				Trouble Type						Customer		Interface	
		Analog UNEs (Loop, Port, Loop/Port Combo)	Digital UNEs (Loop, Port, Loop/Port Combo)	Analog Resale	Digital Resale	Dialing Problems (No Dialtone, Outgoing Call Incoming Calls)	Transmission Problems	Feature Problems	Switched Network Problems	Data Problems	Other	Bus	Res	TAFI	ECTA
665	CLEC reports to BST that Hunting is not working on resale line.				X				X			X			X
666	CLEC reports trouble on resale Synchronet line to BST.				X					X		X			X
667	CLEC reports high distortion on resale ISDN-BRI line to BST.				X					X		X		X	X
668	CLEC reports hunting problems on resale POTS line to BST.			X					X			X		X	X
669	CLEC reports PBX trunk failure on resale line to BST				X						X	X			X

Figure B5-IV: Maintenance & Repair Coverage Matrix

D. Maintenance & Repair Scenarios

The following list is a summarization of the maintenance and repair scenarios. They will be used to test ECTA and the TAFI version developed for use by Competitive Local Exchange Carriers (CLECs).

<i>Scenario #</i>	<i>Trouble Description</i>
601	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.
602	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC residential customer who cannot make or receive calls.
603	CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.
604	CLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.
605	CLEC reports unbundled designed analog loop trouble to BST in response CLEC business customer complaint that although they can originate calls, they cannot receive calls.
606	CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.
607	CLEC submits trouble report on an unbundled designed analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.
608	CLEC submits trouble report on unbundled designed analog loop to BST in response to CLEC residential customer's complaints of crosstalk.
609	CLEC reports line failure on unbundled digital loop to BST.
610	CLEC reports line failure to BST on unbundled designed DSO loop.
611	CLEC reports trouble on four unbundled digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.
612	CLEC reports trouble on unbundled digital loop to BST on behalf of residential customer who cannot originate calls.
613	CLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC business customer who cannot receive calls.
614	CLEC reports trouble on unbundled digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.
615	CLEC reports high bit error-rates on two unbundled designed DSO loops to BST in response to CLEC business customer complaint.
616	CLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.
617	CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.
618	CLEC reports trouble on unbundled analog loop - port combination to BellSouth of behalf of CLEC residential customer who cannot receive or originate calls.
619	CLEC reports trouble on unbundled analog loop - port combination to BST on behalf of CLEC business customer who cannot originate calls after migration from BST.
620	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint of inability originate calls after migration from BST.
621	CLEC submits trouble on unbundled analog loop - port combinations to BellSouth on

Scenario #	Trouble Description
	behalf of CLEC business customer who cannot receive calls after migration from BST.
622	CLEC reports trouble on unbundled analog loop - port combination to BST in response to CLEC residential customer complaint that they cannot receive calls.
623	CLEC submits trouble on four BST provided analog loop - port UNE combinations to BellSouth in response to CLEC business customer complaint of noisy lines.
624	CLEC reports trouble on unbundled analog loop - port combination to BellSouth in response to CLEC residential customer complaint of noisy line.
625	CLEC submits trouble report about unbundled analog loop - port combination to BellSouth in response to CLEC business customer's complaint of noisy line.
626	CLEC reports trouble on nine unbundled non-designed analog loop - port combinations to BST on behalf of CLEC business customer whose vertical features are not functioning properly.
627	CLEC reports feature trouble on unbundled non-designed digital loop - port combination to BST in response to CLEC residential customer complaint.
628	CLEC queries BST maintenance & repair systems in order to verify calling plan for CLEC business customer served by BST provided unbundled non-designed analog loop - port combination.
629	CLEC queries BST maintenance & repair systems in order to verify features for CLEC residential customer served by BST provided unbundled non-designed analog loop - port combination.
630	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for small CLEC business customer served by BST provided unbundled non-designed analog loop - port combination.
631	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST provided unbundled non-designed analog loop - port combination.
632	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC business customer who cannot receive or originate calls.
633	CLEC reports NDT on three unbundled digital loop - port combinations to BST.
634	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot make or receive calls.
635	CLEC submits troubles NDT on unbundled digital loop - port combination to BST in response to CLEC residential customer's report. Trouble report merits Emergency Commitment.
636	CLEC reports trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that they cannot originate calls.
637	CLEC reports trouble on unbundled digital loop - port combination to BST on behalf of CLEC residential customer who cannot originate calls.
638	CLEC reports trouble on three unbundled digital loop - port combinations to BST on behalf of CLEC business customer who cannot receive calls.
639	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC residential customer who cannot receive calls.
640	CLEC submits trouble on three unbundled digital loop - port combinations to BST in response to CLEC business customer complaint that calls on hunting line are not rolling from one line to another.
641	CLEC reports vertical feature trouble on unbundled digital loop - port combination to BST for CLEC residential line.
642	CLEC reports trouble on unbundled digital loop - port combination to BST in response to CLEC business customer complaint about low data rate on ISDN line.
643	CLEC reports trouble on unbundled digital loop - port combination to BST in response

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Scenario #	Trouble Description
	to CLEC residential customer's inability to send data over ISDN line.
644	CLEC reports trouble on unbundled analog port to BST in response to business customer inability to receive or originate calls.
645	CLEC submits trouble report on two unbundled digital port to BST in response to CLEC residential customer report of NDT.
646	CLEC reports trouble with unbundled port to BST in response to CLEC business customer complaint that calls cannot be originated on any line on ISDN-BRI line.
647	CLEC reports trouble with unbundled port to BST in response to CLEC residential customer complaint that calls cannot be originated on second line of ISDN-BRI line.
648	CLEC reports trouble on unbundled digital port to BST in response to CLEC business customer's inability to receive incoming calls.
649	CLEC submits trouble report on analog unbundled port to BST as a result of CLEC residential customer's inability to receive incoming calls.
650	CLEC reports to BST that features for CLEC business customer are not working properly due to unbundled analog port.
651	CLEC reports to BST that features for CLEC residential customer are not working properly due to unbundled digital port.
652	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC residential customer served by BST provided unbundled analog port.
653	CLEC queries BST maintenance and repair systems to validate calling rate plan for CLEC business customer served by BST provided unbundled digital port.
654	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC business customer served by BST unbundled analog port.
655	CLEC queries BST maintenance & repair systems to obtain Trouble History Report for CLEC residential customer served by BST unbundled digital port.
656	CLEC reports outage of unbundled analog port to BST.
657	CLEC reports outage on DS1 UNE loop MUXd to DS3 UNE IOF to BST.
658	CLEC reports transmission problems on unbundled IOF - loop combination to BST per CLEC business customer's complaint.
659	CLEC reports PBX trunk failure on unbundled digital loop to BST.
660	CLEC reports inability to originate or receive calls on resale POTS line to BST.
661	CLEC reports inability to originate calls on resale POTS line to BST.
662	CLEC reports inability to receive calls on resale POTS line to BST.
663	CLEC reports intermittent noise trouble on resale POTS line.
664	CLEC reports feature trouble on resale POTS line to BST.
665	CLEC reports to BST that Hunting is not working on resale line.
666	CLEC reports trouble on resale Synchronet line to BST.
667	CLEC reports high distortion on resale ISDN-BRI line to BST.
668	CLEC reports hunting problems on resale POTS line to BST.
669	CLEC reports PBX trunk failure on resale line to BST.

Figure B5-V: Maintenance & Repair Scenarios

Scenario # 601: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot receive or make calls.

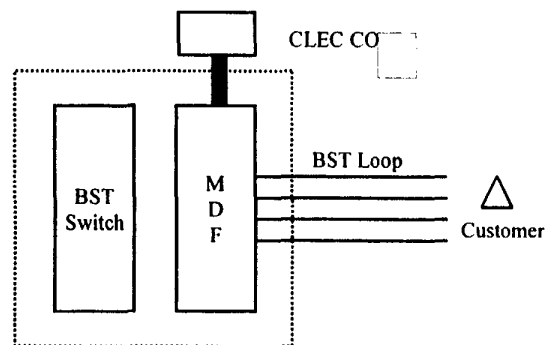
Scenario Description:

CLEC business customer with BST unbundled designed analog loop reports to CLEC that they cannot receive or make calls on any of their four lines.

CLEC isolates trouble to analog loop and submits a trouble report to BST using the loop's circuit id.

After the trouble is reported, the customer calls back to inquire about trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 602: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC residential customer who cannot make or receive calls.

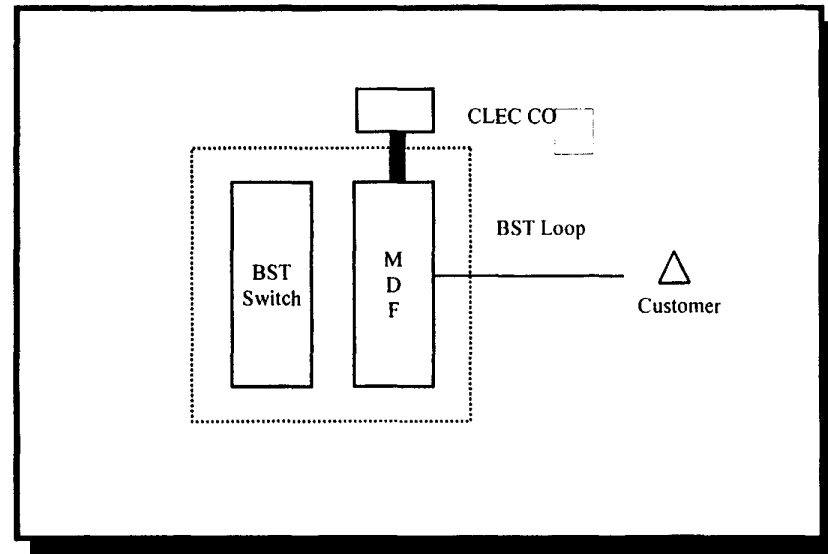
Scenario Description:

A CLEC residential customer reports to CLEC that they cannot receive or make calls on their resale POTS line. CLEC provisioned the service through BST supplied unbundled designed analog loop.

CLEC isolates trouble to analog loop and submits a trouble report to BST using loop's circuit id.

Customer calls regarding later regarding trouble status.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

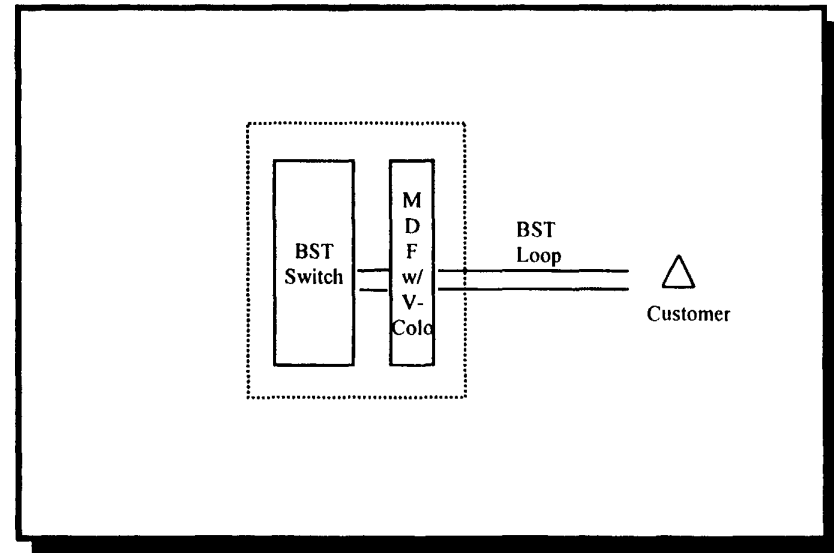
Scenario # 603: CLEC reports unbundled designed analog loop trouble to BST on behalf of CLEC business customer who cannot originate calls.

Scenario Description:

A CLEC business customer with two BST supplied unbundled designed analog loops reports to CLEC that they cannot originate calls.

The CLEC determines that the trouble is confined to BST's analog loop and submits a trouble report using the loop's circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

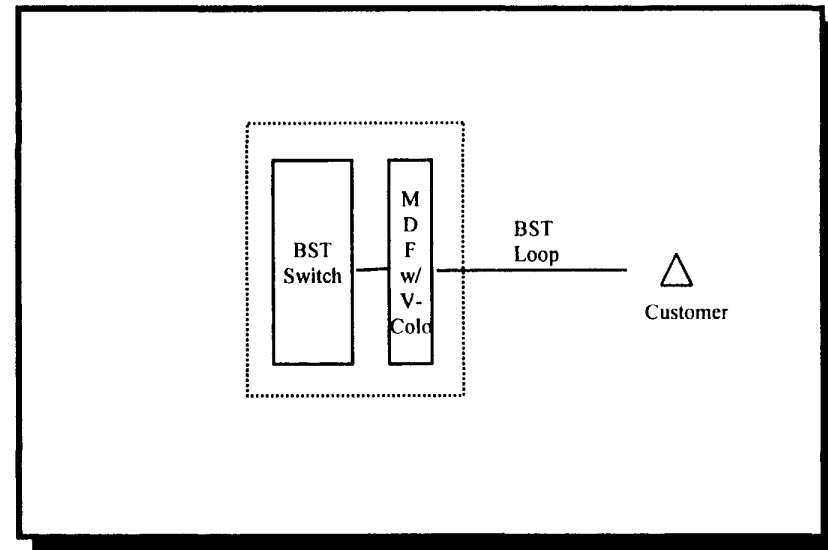
Scenario # 604: CLEC reports unbundled designed analog loop trouble to BST in regard to CLEC residential customer complaint that they cannot originate calls.

Scenario Description:

A CLEC residential customer with BST supplied unbundled designed analog loop reports that although they can receive calls, they cannot originate calls.

CLEC determines that the problem is due to BST's analog loop and submits trouble report

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

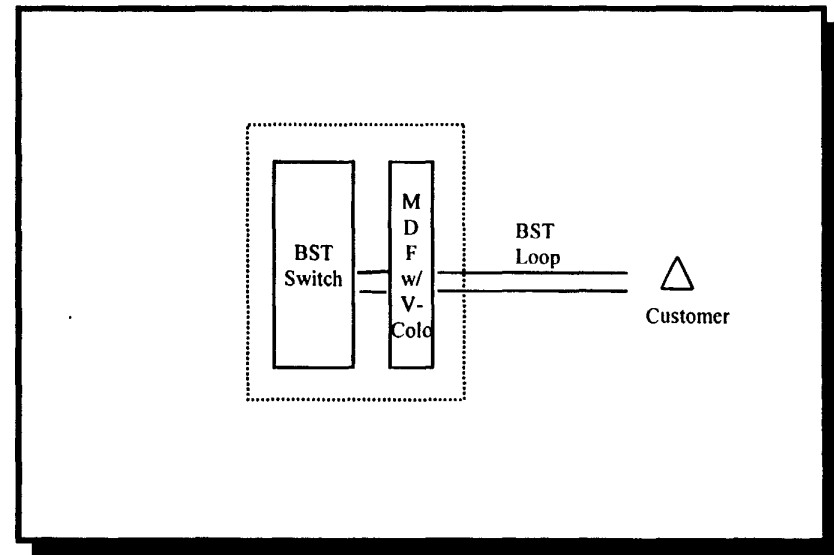
Scenario # 605: CLEC reports unbundled designed analog loop trouble to BST in response CLEC business customer complaint that although they can originate calls, they cannot receive calls.

Scenario Description:

A CLEC business customer with two BST supplied unbundled designed analog loops reports that although they can originate calls, but cannot receive calls.

CLEC pinpoints problem to BST analog loop and submits trouble report using the loop's circuit id.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

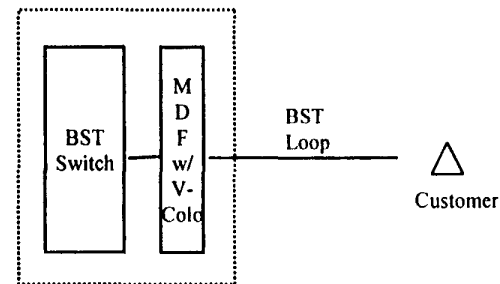
Scenario # 606: CLEC reports trouble on an unbundled designed analog loop to BST on behalf of CLEC residential customer who cannot receive calls.

Scenario Description:

A CLEC residential customer with BST supplied unbundled designed analog loop reports that they can originate calls, but cannot receive calls.

CLEC determines that trouble is isolated to BST analog loop and creates a trouble ticket.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

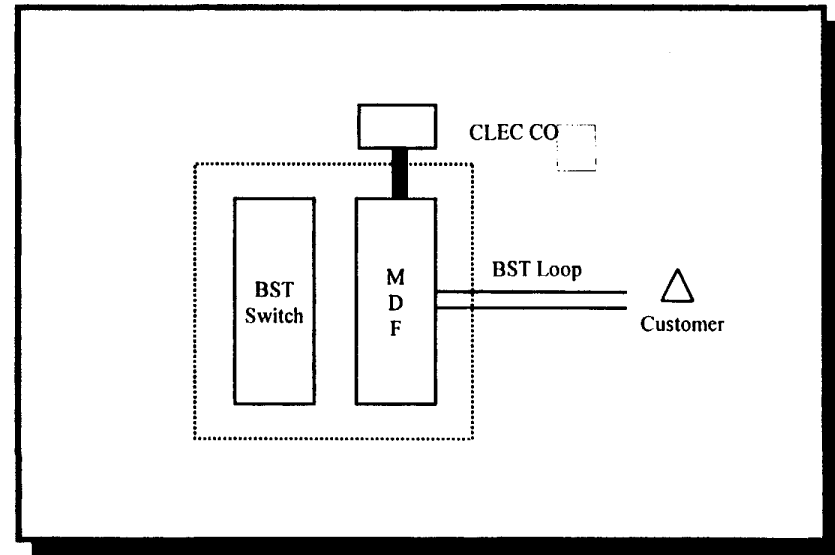
Scenario # 607: CLEC submits trouble report on an unbundled designed analog loop to BST on behalf of a CLEC business customer who complains about noise on the lines.

Scenario Description:

A CLEC business customer with two BST provided unbundled designed analog loops complains about noisy lines.

CLEC determines that noise originates on BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

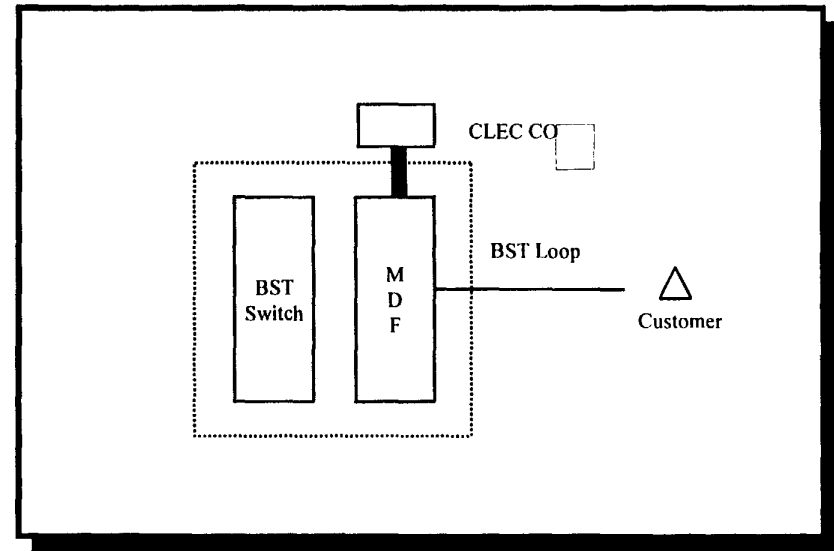
Scenario # 608: CLEC submits trouble report on unbundled designed analog loop to BST in response to CLEC residential customer's complaints of crosstalk.

Scenario Description:

A CLEC residential customer with BST provided unbundled designed analog loop complains about cross talk.

CLEC determines that trouble originates from BST analog loop and creates a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

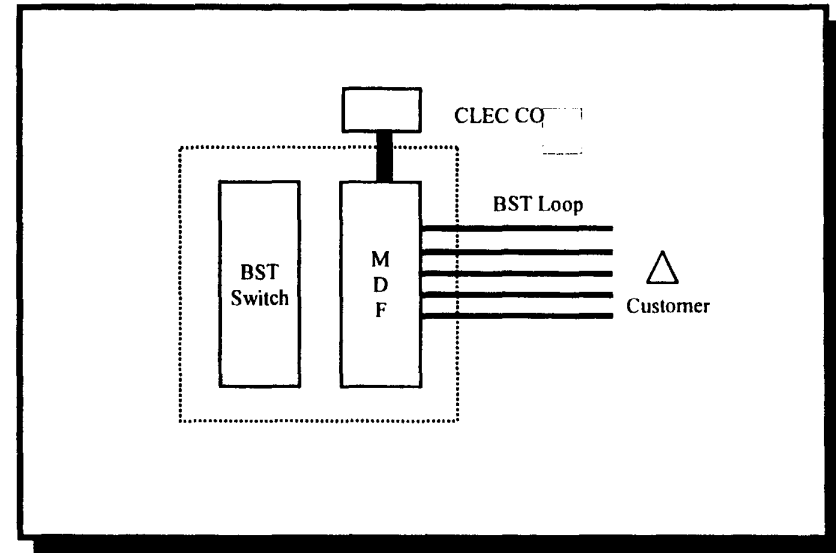
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 609: CLEC reports line failure on unbundled digital loop to BST.

Scenario Description:

CLEC reports line failure to BST on unbundled digital loop and submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

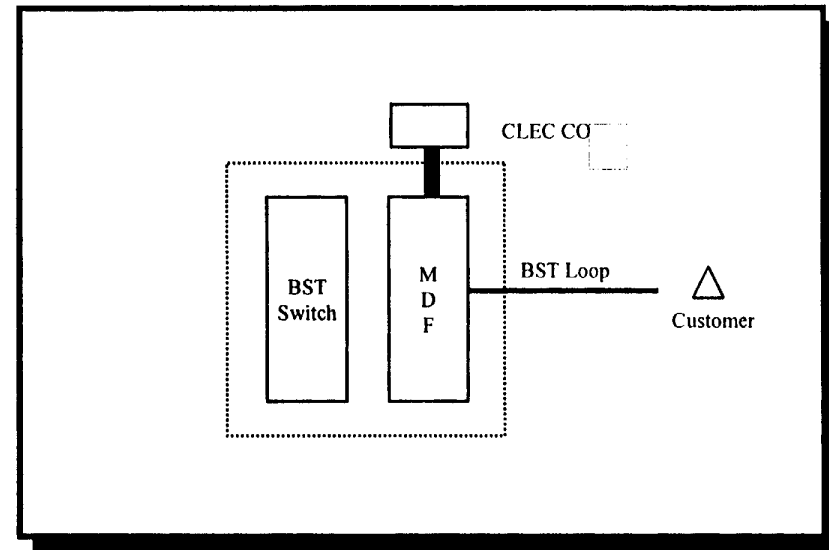
Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario # 610: CLEC reports line failure to BST on unbundled DSO loop.

Scenario Description:

CLEC reports line failure on unbundled digital loop and submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

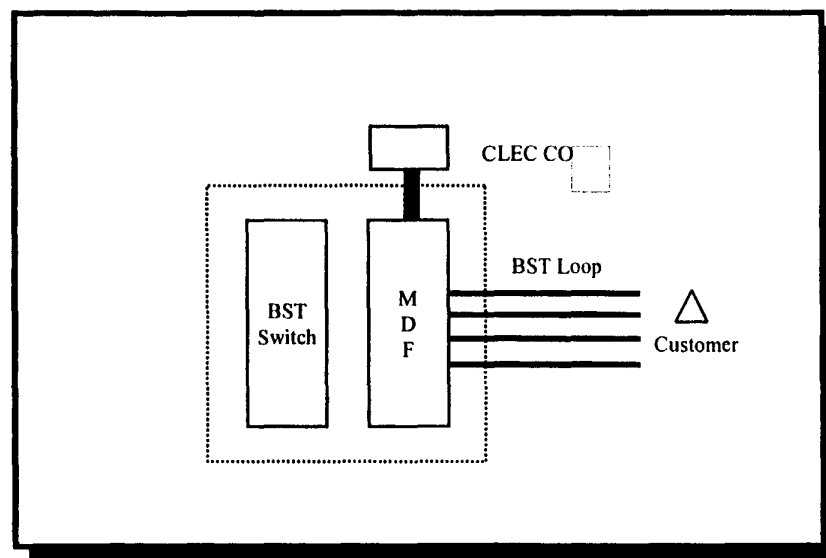
Scenario # 611: CLEC reports trouble on four unbundled designed digital loops to BST in regard to CLEC business customer complaint that they cannot originate calls.

Scenario Description:

Small CLEC business customer, served by CLEC switch and 4 unbundled designed digital loops, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC creates trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

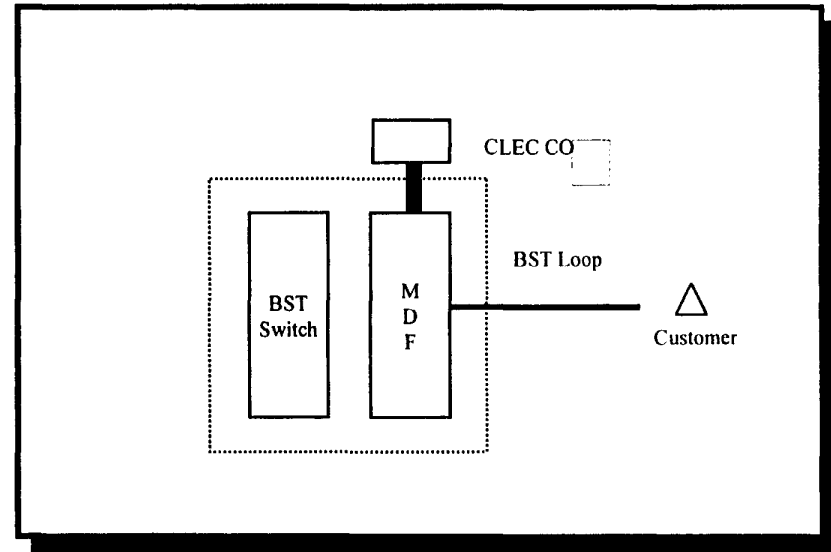
Scenario # 612: CLEC reports trouble on unbundled designed digital loop to BST on behalf of residential customer who cannot originate calls.

Scenario Description:

CLEC residential customer, served by CLEC switch and BST unbundled designed digital loop, cannot originate calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits a trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

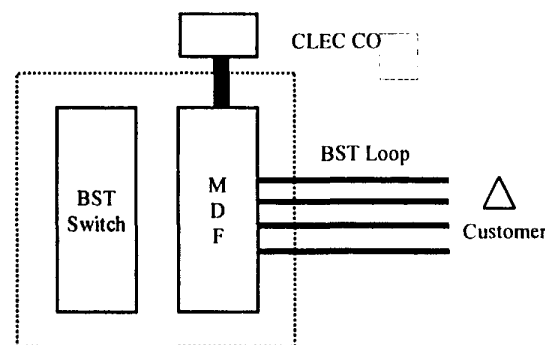
Scenario # 613: CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC business customer who cannot receive calls.

Scenario Description:

Small CLEC business customer, served by CLEC switch and 4 BST unbundled designed digital loops, cannot originate or receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

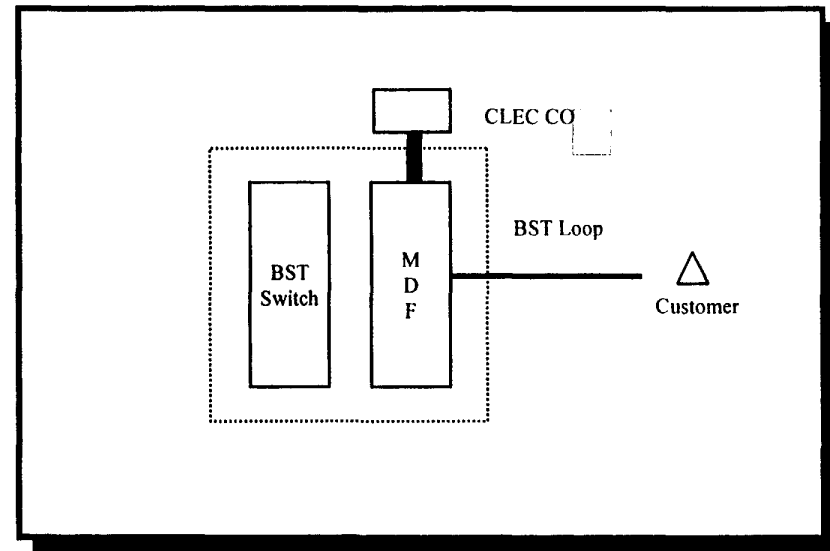
Scenario # 614: CLEC reports trouble on unbundled designed digital loop to BST on behalf of small CLEC residential customer who cannot receive calls.

Scenario Description:

CLEC residential customer, served by CLEC switch and BST unbundled designed digital loop, cannot receive calls.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X				X

Scenario # 615: CLEC reports high bit error-rates on two unbundled DSO loops to BST in response to CLEC business customer complaint.

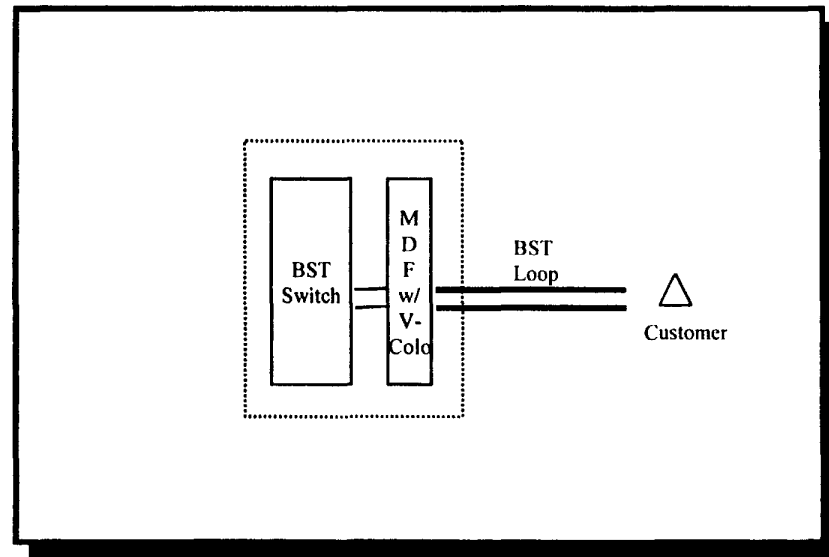
Scenario Description:

CLEC business customer with two BST provided unbundled DSO loops reports high bit error-rates on both loops.

CLEC issues test and determines that problem is confined to the BST loop. CLEC submits trouble report

CLEC cancels the trouble report before dispatch.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X				X

Scenario #616: CLEC submits trouble report to BST in response to CLEC residential customer complaint of poor throughput on ISDN line.

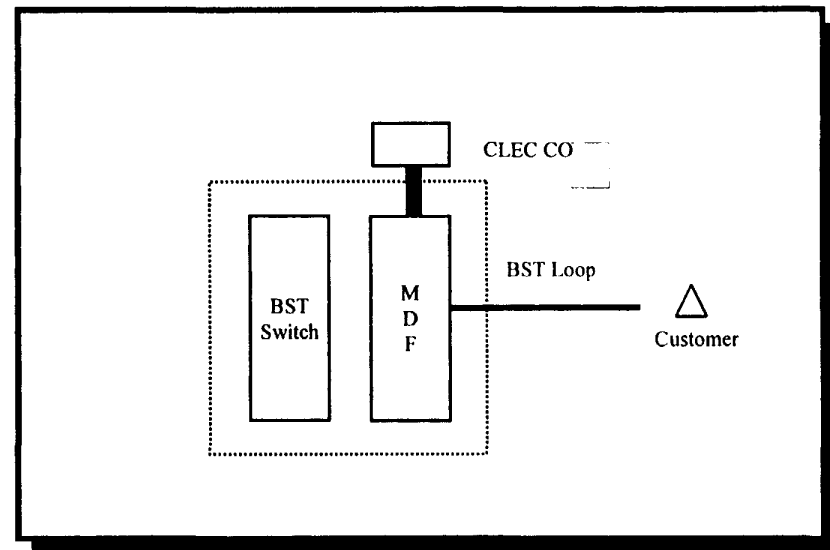
Scenario Description:

CLEC residential customer with BST provided unbundled digital loop reports poor throughput on ISDN line.

CLEC pinpoints trouble to BST digital loop and creates trouble report.

Note: In all states except GA TAFI will tell the user to enter an ISDN trouble in WFA - not TAFI.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
X		X			X	X

Scenario # 617: CLEC submits trouble report on two unbundled analog loop - port combinations to BellSouth in response to CLEC business customer report of NDT on two of five lines.

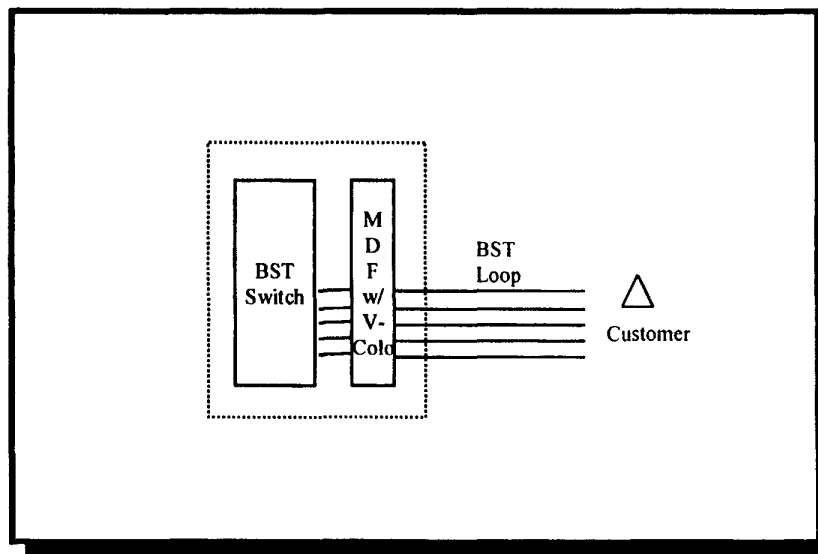
Scenario Description:

CLEC business customer with BST provided unbundled analog loop - port combination reports NDT on two of five lines.

CLEC determines that problem is confined to BST unbundled network elements and submits trouble report to BST.

Customer calls CLEC to reschedule repair appointment time.

Network Configuration:



Requirements Addressed:

Test Conditions			
Normal Volume	X	Error	X
Peak Volume	X	Cancel	X

Scenario Characteristics:

Trouble Type		Network Area			Interface Domain	
Installation	Non-Installation	Co/Loop	Switch	Transport	TAFI	ECTA
	X	X			X	X